

## **CUSTODIAL SERVICES PROGRAM SUPERVISOR**

### **Position Summary**

Under the general supervision of the Veterans Home Administrator (Commandant), the Custodial Services Program Supervisor is responsible for planning and directing housekeeping and laundry operations and pest control activities at the Veterans Home in Union Grove (WVHUG). The incumbent supervises a crew of employees responsible for multiple nursing and non-nursing facilities campus-wide, maintains records, and creates reports.

### **Time%    Goals and Worker Activities**

#### **60% A.    Planning and Direction of Housekeeping and Laundry Operations**

- A1. Coordinate projects and activities with other operational areas to ensure efficient, timely services.
- A2. Keep abreast of new WVHUG initiatives and provide input to other work unit heads concerning the need for housekeeping activities that may result from program changes.
- A3. Inspect facilities to determine needed repairs or replacements, backlogs, staffing issues, etc.
- A4. Estimate material, workload, timeline and/or manhour requirements.
- A5. Manage project and work unit budgets.
- A6. Establish and implement operational standards and procedures.
- A7. Recommend changes for improved service and increased operational efficiency.
- A8. Monitor work being performed for quality, timeliness, safety and adherence to standards.
- A9. Discuss with staff methods and feasibility to improve operations, and implement improvements to work methods or procedures.
- A10. Prepare for, investigate and respond to customer and/or member complaints, and take corrective action.
- A11. Analyze building sanitary reports for patterns and develop a preventive maintenance program.
- A12. Forecast need and purchase equipment and supplies.
- A13. Issue equipment and supplies to staff, track usage, and oversee inventories.
- A14. Communicate with manufacturers, vendors, etc., for information required to purchase special equipment/tools.
- A15. Evaluate institutional programs requiring housekeeping assistance.
- A16. Ensure staff access and follow up-to-date Safety Data Sheet (SDS)/Material Safety Data Sheet (MSDS) documentation.
- A17. Give input and advise on work unit responsibilities and limitations.
- A18. Create and maintain a system to advise appropriate staff of rooms ready for occupancy or of work needing to be performed.
- A19. Respond to changing customer needs and building issues.
- A20. Attend, conduct and/or chair meetings and committees as needed.

**20% B. Supervision of Staff**

- B1. Participate in supervisory activities of employee recruitment and selection, following civil service rules and fair employment practices.
- B2. Orient staff and train on the safe operation, use and maintenance of machinery, equipment and chemicals.
- B3. Set work priorities, schedule, direct and coordinate activities of staff.
- B4. Establish employee performance standards.
- B5. Evaluate employee performance.
- B6. Encourage and facilitate teamwork in and outside of the work unit.
- B7. Counsel staff on job performance and other work issues.
- B8. Conduct investigations and recommend corrective discipline of staff members, up to and including discharge, to the Human Resources Supervisor.
- B9. Direct staff meetings to discuss policies, procedures and current issues.

**15% C. Reporting and Recordkeeping**

- C1. Maintain production schedules and work records.
- C2. Prepare and manage information necessary for reporting.
- C3. Prepare biennial budget reports and submit to the Commandant.
- C4. Develop reports including plans of corrections pertaining to sanitary inspections of WVVHUG.
- C5. Prepare and submit monthly reports on outstanding in-house projects and member storage irregularities.
- C6. Analyze reports to determine needs, trends, issues, etc.
- C7. Maintain records to meet state and federal standards.

**5% D. Coordination of Pest Control, Waste Management and Related Activities**

- D1. Develop and maintain pest control preventative and maintenance program.
- D2. Direct activities for preventing and/or stopping spread of infections, disease and other potentially unsanitary conditions.
- D3. Develop bid specifications, work orders and/or contracted service plans.
- D4. Act as contact and coordinator for WVVHUG staff and outside service providers during negotiation process and contract term.
- D5. Monitor contract work being performed for quality and contract coverage.
- D6. Keep logs of progress, complaints, concerns, etc. regarding each contract.

## **Knowledge, Skills and Abilities**

1. Knowledge of methods, materials and equipment for industrial laundry operations
2. Knowledge of methods, materials and equipment for institutional environmental operations
3. Ability to interpret and follow SDS/MSDS specifications
4. Knowledge of health and safety issues relevant to an institutional environment
5. Knowledge of infection control principles and practices
6. Skill in planning and organization
7. Ability to direct and supervise the activities of staff
8. Ability to analyze information
9. Ability to create and interpret reports
10. Knowledge of occupational safety standards, including safe lifting techniques
11. Knowledge of State of Wisconsin procurement requirements and processes
12. Knowledge of budgeting principles and procedures
13. Skill in computer use, including Microsoft Office Suite or similar applications, and recordkeeping and scheduling programs
14. Knowledge of inventory control principles and techniques
15. Knowledge of rules and regulations related to patient rights and privacy, including the Health Insurance Portability and Accountability Act (HIPAA)
16. Knowledge of Life Safety codes and nursing home regulations
17. Knowledge of principles and methods for records maintenance
18. Skill in written, verbal and interpersonal communications
19. Knowledge of program management principles and practices
20. Knowledge of pest control and abatement techniques
21. Knowledge of employment relations principles and methods
22. Ability to establish and lead teams
23. Ability to establish and maintain working relationships

## **Special Requirements**

This position requires working weekends and holidays on a rotating basis and adjusting work hours as needed to meet WVVHUG operational needs.

Job duties require performing heavy work, including occasionally exerting in excess of 75 pounds of force; and wearing personal protective equipment.

## **Environmental Conditions**

Conditions are those normally found in a long-term healthcare facility. Some work is performed outdoors in all types of weather and other conditions (e.g., heat, cold, snow, ice, etc.).